

**Castlegate & Derwent Surgery Patient Participation Group Meeting(CDSPPG)
Wednesday 27th January 2016- 6pm- 7pm**

In attendance

Dr Simon Desert, Suzanne Hughes- Rudd- Practice Manager, Julie Pearson- Office Manager and Karen Varty- Administration at Castlegate & Derwent Surgery.

T Alston, R Bratton, P Clarkson, M Coley, P Colquitt, W Cornwall, F Crowley, S Evans, F Harkness, J Hully, D Johnson, D Keeler, R Lee, J McGrath, S Moyle, S Noble, L Smyth and D Stephenson.

Apologies: A Metcalfe, R Petecki, W Sanders and R Petecki.

Opening- SHR welcomed the members of the CDSPPG and began with an introduction of the group members. The group were given a copy of the agenda along with the CDSPPG terms of reference. Members were asked to review the TOR's and email SHR with any feedback, these would be signed off at the next meeting. SHR advised the group that the Chairperson and Vice- Chairperson should be nominated from the patients, anyone interested in taking up these posts should email SHR directly, again this will be discussed at the next meeting. The group then referred to the agenda.

Cockermouth Community Health Care update

The group asked the question of '**what is the situation with the old Cockermouth hospital?**' Dr Desert informed the group that is now in the hands of NHS nationally and not locally, he hoped that it could be retained for NHS/ healthcare use going forward and not sold onto development.

Car Parking- the group advised that the car park at times can be very full and raised the question of it being misused by people not using the hospital and if there would be a way of policing this? Dr Desert informed the group that the barriers and pay machines are in place and ready to use, however there are issues with this that would require some discussion. These would include charges, the administration to run the system and policing of overstaying vehicles.

The system was initially put in place with the plan that when the barriers are in use that the visitor would have 1 ½ hours free parking then charges would be applied, the money received at the ticket machines would go the League of Friends. At the moment the car park issue is manageable but would be something up for discussion in the future.

Lack of signage regarding the one way system was also mentioned, this will be fed back to the building management.

Utilisation of vacant space- Dr Desert wanted to reassure the group that the vacant space downstairs at the hospital is not costing the Practice any money and is handled nationally. The commissioning of services which were planned to be part of the hospital is now included in the success regime that nationally is responsible for the reorganisation of NHS services within Cumbria; this is a slow process that will hopefully be addressed in the future.

Timescale for 'other' services- Dr Desert informed the group that initially we looked at the demographics of our patients and created a wish list of clinics that would benefit the patients of Cockermouth. Attracting these clinics would minimise the travelling required by the patients of Cockermouth. It is proving to be difficult in get the clinics to use the facilities here and staffing issues being the main cause. For example Ultrasound has been reluctant

to use the space because of staffing problems. On a positive note we have already had visiting vascular and parkinson clinics. Again this is part of the success regime work.

Structure and integration of new practice- The merger went through on 1st December and since that time there has been a lot of work going on in the background standardising the systems. This included the administration systems, appointment book and reception procedures.

The nursing team have come together working under lead nurse Barbara Robinson. The GP's are working within 3 teams(2 from Castlegate and 1 from Derwent) they are doing sessions on both surgeries, however it was explained that the surgeries are still running on two separate NHS contracts that must be fulfilled. At this current time we are unable to move forward to a joint contract but this is something that will be pursued going forward.

GP have access to both EMIS systems and work on two screens, it is a 'clunky' way of working but is manageable.

The group said that at the last meeting it was discussed that information would be available to patients as to any specialist areas that the GP's have and allow them to see that particular GP. Dr Desert replied that the GP's are slowly working together to establish systems and iron out any issues. In the future, once we are working on one system this would be the aim.

The members asked about telephone numbers, Dr Desert said that we can divert phone numbers in the background and patients can continue to call their existing contact numbers for the surgeries and get through.

The website is currently being looked at and will be updated soon.

GP update- Funding is in place to allow GP cover on a Sunday, this service is now up and running and is accessible via the Castlegate Pharmacy.

We are still trying to recruit a full time GP and hopefully this position will be fulfilled soon.

The addition of this full time position will help with our capacity of patients who can be seen taking into consideration the new housing estate currently under construction in the town.

Appointments- The group asked why there are long wait times on the online appointment system? SHR informed the group that the online system is something that we are looking at, currently only 11% of patients are registered to use the service and this needs to be increased. The Practice will ensure patients who are unable to book on-line are not disadvantaged in any way. Using the online system to gauge waiting times is not reflective. The wait time online may not be a true representation of current wait time, we will look to adding a message to the online appointments to say that 'Other appointments are available by contacting the surgery'.

Blood Results – Notification of blood results was raised. Dr Desert advised that this depends on the patients consultation with the GP, normally the GP will advise that if the result is normal the patient will not be notified, however the GP may agree to discuss the result with the patient which may then be a telephone consultation or the patient may be asked to make an appointment. Each GP should make the patient aware of the course of action to be taken. Dr Desert also advised the group that online access is moving towards patients being able to view their own information, however this is not yet available.

Reception- SHR updated the group that changes had been made in the reception area, taking down of one of the pods to allow us to create an Information Desk and leaving the remaining pod for appointment booking. This has been successful, receiving good feedback from patients and reducing queues forming. Confidentiality is an ongoing issue and SHR advised that all staff have been reminded about patient confidentiality and using discretion at all times. If a patient does feel that they would like to have a private conversation a room is available and can ask the receptionists about this facility. The practice is constantly reviewing the reception area in terms of its effectiveness and confidentiality. It was suggested that the seating should be reviewed and potentially some moved away from the reception/booth.

Other questions- SM raised the point that there has been no communication with patients about the merger and it was discussed at the last meeting that there would be a feature in the Times and Star or Cockermonth Post that has not been actioned.

SHR said that we have been extremely busy getting the systems in place to allow the surgeries to function efficiently but promotion of the merged practice it is definitely something on the agenda. Communication will be via local newspapers, our newsletter, noticeboards and website. It was suggested that not all publicity has to be costly to the practice and letter to the Cockermonth Post and a Press Release should be used to inform patients.

Thank you for attending.

Dates for the CDSPPG meetings will be published on the website for the upcoming year.